

OPERATIONAL PLAN

SUPERIOR COURT OF CALIFORNIA COUNTY OF TULARE

Goal 1.1 ENSURE EQUAL COURT ACCESS

Strategy: 1.1(a)

Maximize services in all courts

Objectives: 1.1(a)

1. Optimize service in all court branches consistent with this operational plan.

- a. Porterville
- b. Tularee
- c. Dinuba
- d. Visalia
- e. Juvenile Center

2. Continue outreach to public to study and survey Community needs so as to take into account community's desires when significant alteration of Court services may occur.

3. Assign additional judges and staff in Porterville to provide adequate services at such time as there are adequate facilities.

Strategy: 1.1(b)

Make it easy for the public to access courts

Objectives: 1.1(b)
first made available.

1. Make e-filing of family law orders available in branch courts with domestic violence TRO's to be the

- 2. Continue to provide for contested hearing of small claims & traffic matters in all courts.
- 3. Accept civil filings (including family law) in all courthouses in the county and allow for issuance of temporary orders.
- 4. Provide written information on transportation at all offices.
- 5. Coordinate information outreach with community based organizations.

Strategy:	1.1(c)	Create needed specialty courts
Objectives:	1.1(c)	<ul style="list-style-type: none"> 1. Maintain the Juvenile Drug Court. 2. Establish a process for the implementation of specialty courts. 3. Establish Protocols for Drug Court, Domestic Violence and Gangs 4. Secure allocation for additional juvenile judicial officer
Strategy:	1.1(d)	<ul style="list-style-type: none"> Increase availability of services and assistance in court facilities
Objectives:	1.1(d)	<ul style="list-style-type: none"> 1. Staff a full-time court information desk in Visalia during normal business hours. 2. Establish a juvenile information desk at the Juvenile Justice Center 3. Determine Feasibility of staggered work hours 4. Inform available resources about the need to ease transportation including public transportation to improve services to all sites including Juvenile Facility. 5. Create and distribute court brochures and maps 6. Tap VIPs to staff information booth.

7. Promote using the www.courtinfo.ca.gov site to the public
- Strategy: 1.1(e) Inform county of need for multilingual court signage and develop system of multilingual written information
- Objectives: 1.1(e)
 - 1. Develop signage (multilingual) in conjunction with CAO.
 - 2. Develop and implement a general court information brochure(multilingual).**
- Strategy: 1.1 (f) Outreach to the community with focus on the K-12 educational system
- Objectives: 1.1 (f) 1. Implement a court out-reach plan
 - 2. Participate in community education about the justice system
 - 3. Establish a community relation's liaison position
 - 4. Pilot project in community and school system (MOVED FROM OTHER GOALS)

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Goal 2.1 COMPREHENSIVE SECURITY

Strategy: 2.1(a) Fund Court Security

Objectives: 2.1 (a) 1. Maintain funds for implementation of Visalia courthouse security
2. Obtain funding to implement court security in branch courts.

Strategy: 2.1 (b) Implement the security plan for the Visalia court in a way that minimizes
Public inconvenience.

Objectives: 2.1 (b) 1. Install airport security type system

2. Limit extra access into building to one or two entrances.
3. Install identification card systems and video system
4. Review and comment on security plan by community action committee

Strategy: 2.1 (c) Secure all courts

Objectives: 2.1(c) 1. Implement security for outlying branch courts within two years or sooner
2. Install airport security type systems in all courts
3. Monitor court security implementation

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Goal 3.1

DEVELOP PROFESSIONAL, WELL COMPENSATED PERSONNEL

Strategy: 3.1(a)

Recruit, train and retain personnel

Objectives: 3.1 (a)

1. Conduct and implement court-wide organization study recommendations on Work load & staffing and amend staffing patterns & structure if needed.

2. Establish position of Training Officer

3. Develop staff self-evaluation systems as part of regular performance evaluation process

4. Develop and maintain policy and procedures guide for the organization.

5. Develop and implement court-wide training to include an orientation for specific Court information, development of a public service attitude (like Nordstrom's), consistent protocols (like McDonalds)

6. Develop and implement employee recognition program at each court at Least twice per year.

Strategy: 3.1 (b) Improve customer service

Objectives: 3.1 (b) 1. Create suggestion/comment box input system

2. Develop & post court customer service goals and expectations.

3. Insure staff gives clients written information about services and self-representation and referral to web site, www.courtinfo.gov
4. Hold all staff accountable for make the court services understandable on non-intimidating.

Strategy: 3.1(c)

Strive for compensation levels that will attract the highest qualified employees

Objectives: 3.1 (c)

1. Monitor the state study & implement changes.

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IMPROVE JURY SERVICE

Goal 4.1	
Strategy:	4.1(a)
Objectives	4.1(a) 1. Implement multi-media educational program including brochures and videotapes, which focus on future jurors including youth
Strategy:	4.1(b) 2. Implement Judicial out-reach to the public to educate regarding legal requirement for jury service, the need for compliance and legitimate reasons for exemptions and process for requesting exemption-rewritten
Objectives:	4.1(b) 3. Monitor juror accommodations
Strategy:	4.1(b) 4.1. Monitor & improve systems for timely case settlement.
Objectives:	4.1(b) 2. Implement new automated jury system
Strategy:	4.1(c) 3. Monitor juror accommodation issues within Facilities Strategy
Objectives:	4.1(c) 4. Survey jurors regularly to gather their recommendations and to measure improvement
Strategy:	4.1(c) Implement jury appreciation program
Objectives:	4.1(c) 1. Provide amenities to jurors while serving, i.e., food vending, appreciation certificates, computer, data and phone jacks in juror room, educational videos
	2. Implement a juror appreciation program starting May 2000
	3. Judges asked to recognize time commitment of jurors and thank them at beginning of process

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Goal 5.1	WELL-MAINTAINED, FUNCTIONAL FACILITIES
Strategy:	5.1(a) Plan for up-grading and maintaining facilities
Objectives:	5.1(a) <ul style="list-style-type: none">1. Court and CFPT informs themselves on legal facility requirements2. Bring all Court facilities up to ADA compliance (restrooms, parking lots, ramps, etc.)3. Develop, with County, specific analysis of parking needs with suggested phase in of Solutions.4. Develop maintenance and repair capability for court facilities.4. Upgrade internal telephone service.
Strategy:	5.1 (b) Provide for adequate accommodations by developing, monitoring and Implementing joint plan with the County for expansion of needed court facilities.
Objectives:	5.1 (b) 1. Establish a permanent court/county study group to deal with development and Maintenance of court facilities, (to include CFPT members) <ul style="list-style-type: none">2. Develop, monitor, and implement joint plan for expansion of Porterville Courthouse3. Develop countywide plan for childcare in courthouses.4. Build new court facility in Dinuba

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Goal 6.1	ADMINISTRATIVE AND FISCAL LEADERSHIP
Strategy:	6.1(a) Implement the strategic plan
Objectives:	6.1(a) 1. Establish quarterly meetings between judges, administration & Community Focused Court Planning Team (CFCPT). 2. Ongoing monitoring, review and revision of mission statement and strategic plan 3. Increase external communication with the public at large
Strategy:	6.1(c) Increase fiscal integrity of the court
Objectives:	6.1(c) 1. Recruit and hire a financial fiscal officer. 2. Implement comprehensive fiscal planning and accounting. 3. Monitor budget, grants and legislation for fiscal impact. 4. Fiscal staff to share financial information with executive committee each Month 5. Establish a budget aligned with the strategic plan 6. Create a plan to deal with cash flow shortages and eliminate deficit fund balance

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| Strategy: | 6.1(d) | 7. Develop a budget, which allows the court to function within the existing funding base.
Strengthen managerial systems |
| Objectives: | 6.1(d) | <ol style="list-style-type: none">1. Participate in managerial training of court leadership.2. Develop organization structure.3. Develop system for information dissemination to staff.4. Encourage judges to meet annually to address the issues of the court system
(e.g.: retreat) |
| Strategy: | 6.1(e) | On-going review of systems for cost savings |
| Objectives: | 6.1(e) | <ol style="list-style-type: none">1. Recruit & hire a consultant for system evaluation & design.2. On-going review of costs and quality of services (county vs. other providers) |

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Goal 7.1

Strategy 7.1 (a) Develop technology that allows for inter-departmental communication

Objectives: 7.1 (a) 1. Implement JALAN.

2. Develop electronic conference capability.

3. Develop protocols for communication between courts on common cases
Involving the same people.

4. Develop technical staffing capability

Strategy: 7.1 (b) Develop resources for and acquire necessary hardware.

Objectives: 7.1 (b) 1. Establish a technical committee (to monitor needs & timely implementation).

Strategy: 7.1(c) Utilize technology, kiosks and electronic filing to increase public access

Objectives: 7.1(c)
1. Establish kiosks in outlying areas for filing of court paperwork, form & information Distribution and fee payment.

2. Explore and implement a state-of-the-art civil filing system for outlying areas using electronic filing.

3. Expand information available to the public on the Court Website.

SYSTEMS WIDE STATE OF THE ART TECHNOLOGY

4. Develop Court telephone help-line
5. Cooperate with other counties in the development of technology strategies.

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Goal 8

EQUAL AND FAIR TREATMENT

Strategy: 8.1 (a)

Provide adequate interpreter services

Objectives: 8.1 (a)

1. Interpreters will be available as needed in civil proceedings upon request of a judicial officer.
2. Develop a plan for branch coordination of interpreters with appropriate funding.

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Strategy: 8.1(b)

Make court accessible and accommodating for families & family problems.

Objectives: 8.1(b)

1. Review and assess small claims advisor systems
2. Create a family court Alternative Dispute Resolution process.
3. Educate community and judges on benefits of specialization (judges)
4. Access to judicial officers for EPO's on weekends
5. Increase court provided assistance for pro pers
6. Develop protocols for coordination of cases involving same family (ADDED)

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| Strategy: | 8.1(d) | Create a more effective responsive bench |
| Objectives: | 8.1 (d) | 1. Provide training for judges in issues of domestic violence and drug abuse.
2. Ensure judges have sufficient time to adequately judge cases before them
3. The Court to receive information and feedback from survey (3.1(b) about public experience with the bench's responsiveness to the community.
8. Judges participate annually in countywide in-service to understand public access
And fairness issues in order to remove bias.
5. Encourage and support diversity in the Court. |
7. Pilot project using video monitors to post court calendars (ADDED)